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ABSTRACT

The Maryland Community Colleges Technology Council conducted a survey of all 18 community colleges in Maryland during the spring of 1998 to determine the number and salaries of full-time staff supporting campus information technologies. Collectively, the colleges had 377 full-time positions authorized, with 305 positions filled. The organization of information technology varied greatly among the colleges. Of the 29 job titles analyzed in the survey, only 6 were present at more than half of the colleges, and 12 were found at 4 or fewer colleges. Including PC hardware technicians, 46% of the employees had jobs supporting campus networks, and 44% had more traditional management information system titles. Salaries varied substantially, even within the same job title category. Using comparative salary data for 16 job titles, it was found that the average salaries paid by Maryland community colleges were lower than every other reference salary. Industry benchmark salaries for the 7 most common job titles were 18%-28% above Maryland community college averages. Further, only about a third of the colleges paid for or provided specialized training for information technology employees, or paid for travel to professional conferences. (YKH)

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Information Technology Staffing in Maryland Community Colleges

Maryland Community Colleges Technology Council

June 1998

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Information Technology Staffing in Maryland Community Colleges

Maryland Community Colleges Technology Council

June 1998

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Maryland Community Colleges Technology Council

Mission and Goals
1997-98

MCCTC Mission

- Develop a clear vision for statewide information technology development within and among the community colleges and their community partners.
- Provide an information exchange about exemplary programs and activities that utilize information technology to improve teaching and learning, enhance student access and community outreach, and facilitate the delivery of services to students and communities.
- Identify and recommend technology-related staff development and training programs for Maryland's community colleges.
- Provide advice on technology issues as requested by the Maryland Association of Community Colleges and the Maryland Council of Community College Presidents.

1997-98 Goals

- Develop, administer, and analyze a statewide community college technology needs assessment survey to document the current status and forecasted needs for instructional and administrative technologies at the 18 community colleges in Maryland.
- Work with the Maryland Association of Community Colleges to develop a technology funding strategy for the 1998 session of the Maryland General Assembly.
- Explore the feasibility and cost effectiveness of alternative means of providing a voice, video, and data network linking all 18 Maryland community colleges.
- Examine technical support staffing at Maryland community colleges, including an analysis of community college salaries compared to industry benchmarks.

Maryland Community Colleges Technology Council

Information Technology Staffing in Maryland Community Colleges June 1998

Executive Summary

The 18 community colleges in Maryland were surveyed in spring 1998 to gather data about information technology staffing. Information technology was organized in a variety of ways across the state, with great variation in the job titles used. Campus networks appeared to employ more workers than traditional management information systems. Salaries ranged widely, even within the same job title. The average salaries paid by Maryland community colleges fell below industry benchmarks in all 16 job titles where comparative salary data were available.

Background

The Maryland Community Colleges Technology Council (MCCTC) first met on February 20, 1997. During the next several months, the Council developed a mission statement and adopted goals for 1997-98. Among the four goals was the charge to examine technical support staffing at Maryland community colleges, including turnover and salary analyses. Several of the colleges had reported difficulty recruiting and retaining qualified information technology employees. Computer services managers at several campuses related cases where talented college employees had left to take similar private sector jobs paying $10,000 to $20,000 more than their college positions. In a statewide technology needs assessment survey conducted by MCCTC during the summer of 1997, the colleges identified faculty and staff training and additional technical support staffing among their top three priority needs. The MCCTC decided to undertake a survey of information technology staffing in the spring of 1998.

Method

A five-page questionnaire, accompanied with guidelines for completion and a cover letter, was mailed on March 10, 1998, to the head of information technology at each of Maryland's 18 community colleges. The first four pages of the questionnaire asked respondents to list all full-time, technical personnel supporting the use of information technologies on their campus. Employees to be listed included those working with management information systems, campus networks, telecommunications, and instructional technologies including student labs and distance learning classrooms. No personal identifiers such as name or social security number were requested, but respondents were to provide the job title, office, years in the position, and fiscal year 1998 salary for each individual. The questionnaire was divided into sections reflecting 21 industry-common job titles. Respondents were asked to list each employee under

the job title most closely matching their employee's responsibilities. In cases with no close match, respondents were told to list the employees under "other information technology support positions."

In addition to the individual-level employee data, respondents were asked to indicate how many new hires represented new positions versus turnover where an employee was replaced. The questionnaire also asked if the respondent's college had considered any special incentives for recruiting and retaining technical support employees, that is, incentives that did not apply to other college employees. Six possible incentives were listed, with a provision for others included. The questionnaire closed with an open-ended request for additional comments.

Copies of the cover letter, guidelines for completion, and survey questionnaire are appended.

Respondents

All 18 colleges responded to the survey. The 18 colleges collectively had 337 full-time positions supporting information technologies on their campuses. Thirty-two of the positions were vacant at the time of the survey. The number of full-time information technology positions at each college is reported in the table below, sorted by college size. (Small colleges had fewer than 1,700 full-time-equivalent students; large colleges had more than 5,000.) Montgomery College has three campuses. Dundalk, Catonsville, and Essex comprise the Community Colleges of Baltimore County. Frederick Community College's administrative systems are supported by Frederick County; an equivalent of 2.5 FTE technical staff are assigned to FCC by the county). Administrative management information systems are outsourced at Howard Community College.

Number of Full-time Positions Supporting Information Technology MCCTC Survey, Spring 1998					
Small Colleges		Mid-size Colleges		Large Colleges	
Allegany	17	Charles	21	Anne Arundel	38
Carroll	10	Dundalk	7	Baltimore	21
Cecil	8	Frederick	9	Catonsville	24
Chesapeake	9	Hagerstown	17	Essex	11
Garrett	7	Harford	16	Montgomery	60
Wor-Wic	6	Howard	17	Prince George's	39

Limitations and Caveats

Altogether, a total of 305 employees were reported under 29 job titles. Only six job titles had employees reported by more than half of the colleges: chief information systems administrator, programmer/analyst, network administrator, PC application specialist, PC hardware technician, and student lab technician. Twelve jobs had four or fewer colleges reporting employees. This suggests that the organization of information technology staffing varies substantially among the 18 community colleges in Maryland. It also means that the average salaries reported for each job title often reflect a small number of colleges.

Even though industry-standard job titles were used, it is possible that actual job responsibilities and requirements varied across colleges even within a single job category. Thus employees reported under the same job title might be performing somewhat different jobs.

Current-year salaries within a given job title varied, sometimes substantially. The highest salary reported was more than double the lowest for ten of the 29 positions analyzed. The wide range of salaries reported reflected differences in years in position as well as differences across colleges. Salary differences might also reflect differences in job scope and responsibility, even within a single job title category. Given the small number of colleges and employees reported in many job titles, salary information must be interpreted with caution.

Findings

A total of 133 employees, or 44 percent of the total reported, had job titles associated with traditional management information systems (MIS). Most prevalent among the 15 MIS titles were programmer/analysts (24), computer operators (18), chief information systems administrators (15), and senior systems analysts (12). Median salaries for these four occupations at Maryland community colleges ranged from $23,886 for computer operators to $61,556 for chief information systems administrators. Community college salaries for these titles were below the average salaries reported in the most recent survey by the Local Government Personnel Association for the Baltimore-Washington region (LGPA/BW):

Management Information Systems Staff Salaries		
Job Title	Median Salary Maryland CCs	LGPA/BW Benchmark
Chief of information systems	61,556	78,326
Senior systems analyst	42,136	53,029
Programmer/analyst	40,230	47,802
Computer operator	23,886	30,607

A total of 141 employees, or 46 percent of the total, had jobs supporting campus computer networks. Among the most prevalent job titles were network (LAN/WAN) administrator (16), network engineer (16), networking technician or specialist (19), and PC hardware technician (27). Median Maryland community college salaries for these titles ranged from $28,763 for PC hardware technicians to $42,838 for network engineers. These titles were not included in the Local Government Personnel Association salary surveys. Comparative salaries for network administrator and PC hardware technician were taken from the national 1997 salary survey conducted by *Computerworld* magazine. The benchmark salary for network engineers came from the Mid-Atlantic regional salary survey conducted by *MCP Magazine*. No reference salary was located for the networking technician/specialist title.

Networking Staff Salaries		
Job Title	Median Salary Maryland CCs	Benchmark Salary
LAN/WAN Administrator	37,550	47,416
Network Engineer	42,838	53,200
Networking Tech/Specialist	31,387	N.A.
PC Hardware Technician	28,763	34,080

The remaining 31 employees had an assortment of job titles. Most supported telecommunications and distance learning activities. Most prevalent was video/studio technician, with the 13 community college employees having a median salary of $25,513 (no benchmark salary was located for this title). Coordinators of campus telecommunications programs (n=4) had a median salary of $44,625. Telecommunications managers in the southeastern United States had an average salary of $73,800, according to the 1997 salary survey sponsored by DataMasters. Telecommunications specialists earned $56,300, according to the same source. Neither title is probably a good match for the college jobs. Four colleges had Webmasters, with a median salary of $36,876, below the *Computerworld* benchmark.

External Communications Staff Salaries		
Job Title	Median Salary Maryland CCs	Benchmark
Telecommunications Manager	44,625	73,800
Video/studio technician	25,513	N.A.
Webmaster	36,876	50,643

Detailed salary information, including displays of average salaries by years of service and of selected salary schedule ranges, is appended for 19 job titles that had sufficient employees. The number of colleges reflected in the data in each table is noted. Colleges may report more than one employee in a given job title. Only a subset of colleges provided salary schedule information. Comparative salary information is provided when reasonable matches could be found. Most comparative salary data was obtained from the World Wide Web. The sources can be reached through the website maintained by the Computer Jobs Store which has an extensive listing of salary surveys at <http://atlanta.computerjobs.com/guest/salary.htm>.

Incentives for Technical Staff Recruitment and Retention

The questionnaire asked respondents whether their college had considered any special incentives for recruiting and retaining technical support staff, that is, incentives that did not apply to other college employees. Nine, or half, of the colleges had considered at least one special technical staff incentive. Respondents were further asked to indicate, for six possible incentives listed, if their college had considered the incentive and rejected it, had considered the incentive and adopted it, or if the incentive was still under consideration. (Responses for each listed incentive may total less than nine since not all colleges had considered each incentive.)

The most widely adopted incentives were paying for or providing specialized training and supporting professional travel. Six colleges offered travel to professional conferences as a benefit to technical personnel. A similar number provided specialized training, while five colleges paid for training leading to professional certifications. Four other colleges were considering paying for certification training. Thus, two-thirds of the colleges that had considered special incentives for information technology staff had professional development benefits such as training and travel already in place.

Six colleges had considered college-provided personal computers for home use and college-provided home Internet access as staff benefits, although in each case only one college had adopted the benefit. Two colleges had decided against providing home PCs, and three had decided against paying for home access to the Internet. Three institutions were still considering providing home computers, and two had not yet decided about providing Internet access.

In light of the consistent finding, documented later in this report, that Maryland community colleges pay technical staff salaries below industry averages, it was not surprising that all nine colleges considering special incentives included "market exception" salaries in their deliberations. Two colleges had adopted higher salary schedules for at least some information technology staff, while an equal number had considered but rejected salary exceptions. Five colleges had higher salaries for technical staff under review at the time of the survey.

Incentives Considered by Colleges to Recruit and Retain Technical Staff MCCTC Survey, Spring 1998			
	Number of Colleges		
Incentive	Considered and Rejected	Under Consideration	Currently in Place
College-provided PC for home use	2	3	1
Internet service to home provided by college	3	2	1
Certification training paid by college	0	4	5
Other specialized training provided	1	1	6
Professional travel (e.g., conferences)	1	0	6
Higher salary (e.g., market exception)	2	5	2

In addition to the incentives listed in the questionnaire, two colleges volunteered that they were considering other options. One college was contemplating awarding a longevity bonus to information technology personnel, while another institution was considering expanding its work week for IT staff from 35 to 40 hours, with comparable increases in salaries and benefits.

Respondent Written Comments

Nine respondents added written comments to their questionnaires. Most were statements arguing that the colleges had too few information technology employees and that salaries were too low to recruit and retain competent technical workers. The comments are reproduced verbatim below:

We are too thinly staffed for the volume of equipment, software, and networks we support. Our staff is underpaid compared to industry so we cannot attract and keep qualified staff. Because of this, community college students suffer and we are losing the edge in technology and technical training.

Our staff is too small and in many cases underpaid. New innovations are not possible-all of our time is spent putting out fires.

We have lost new positions twice in the last year and have made salary adjustments to keep people.

Staffing positions and retaining staff are very difficult based on our current salary structure.

We have three newly approved positions for FY99 in support of implementation of new administrative hardware and software.

We are heavily understaffed in many IT areas. We have to adhere to a lot of state regulations and EDP audit requirements as a state agency.

I had three technical level staff leave in the past year and I was not able to replace them.

Jobs are being reviewed by a consultant.

"We act as if comfort and luxury were the chief requirements of life when all that we need to make us really happy is something to be enthusiastic about" (Charles Kingsley).

Summary

The Maryland Community Colleges Technology Council conducted a survey of all 18 community colleges in Maryland during the spring of 1998 to determine the number and salaries of full-time staff supporting campus information technologies. Collectively, the colleges had 337 full-time positions authorized in fiscal year 1998 to support information technologies. At the time of the survey, 305 positions were filled. Highlights of the findings included:

- The organization of information technology varied greatly among the 18 colleges. Of the 29 job titles analyzed in the survey, only six were present at more than half of the colleges. Twelve job titles were found at four or fewer colleges.

- Including PC hardware technicians, nearly half (46 percent) of the employees had jobs supporting campus networks. A slightly smaller proportion (44 percent) had more traditional management information system titles. The remainder primarily supported campus telecommunications systems.

- Salaries varied substantially, even within the same job title category. The wide range of salaries reflected differences in years in position, and differences among colleges. However, the small number of colleges and employees reported in most job categories suggests that salary data should be interpreted with caution.

- Comparative salary data were found for 16 job titles. In most instances, three or four benchmarking salaries were available for each job title. The average salaries paid by Maryland community colleges were lower than every reference salary found but one: Maryland community college programmer/analysts had a higher mean salary than one of the reference salaries for that job title. However, the community college average was lower than the four other benchmarks for programmer/analysts. In most cases, the salaries paid by Maryland community colleges were substantially below the reference

salaries. Industry benchmark salaries for the seven most common job titles were 18 to 28 percent above Maryland community college averages.

- About a third of the colleges paid for or provided specialized training for information technology employees. A similar proportion paid for travel to professional conferences. Two colleges had implemented "market exception" higher salary schedules for information technology employees. Five other colleges were considering separate, higher salary schedules for selected information technology positions.

In summary, this survey of information technology staffing in Maryland community colleges found considerable variation in job titles, campus technology organization, and staff salaries. However, the average salaries paid information technology employees in Maryland community colleges were substantially below industry averages for all job titles analyzed.

FY98 Full-time IT Employee Salary Summary, Maryland Community Colleges MCCTC Information Technology Salary Survey						
Position	Colleges Reporting	Employees Reported	Low	High	Mean	Median
Chief Information Systems Administrator	14	15	47,112	94,328	64,545	61,556
Director of Systems Development	7	9	43,249	71,760	59,635	58,939
Director of Computer Operations	8	8	31,717	71,906	56,584	60,332
Director of Academic Computing	2	4	36,771	59,176	46,666	45,358
Database Administrator	7	7	32,000	50,040	44,594	46,894
Supervisor of MIS	8	10	34,446	63,243	42,722	40,512
Supervisor of Academic Computing Support	2	2	42,517	51,000	46,759	46,759
Project Leader, Systems	4	5	26,176	54,020	43,841	47,119
Senior Systems Analyst	7	12	35,298	66,456	43,940	42,136
Senior Programmer/Analyst	6	9	32,753	49,117	39,576	37,650
Programmer/Analyst	11	24	22,087	65,270	43,791	40,230
Programmer Assistant	2	2	20,298	34,090	27,194	27,194
Computer Operator	9	18	18,074	42,678	24,675	23,886
Data Entry Clerk	3	4	19,300	30,000	23,069	21,488
Systems Engineer	2	4	38,778	47,271	40,918	38,811
Network Administrator (LAN/WAN)	11	16	25,000	48,077	36,604	37,550

Position	Colleges Reporting	Employees Reported	Low	High	Mean	Median
Network Engineer	7	16	30,843	62,442	43,646	42,838
Network Technician	6	19	25,235	48,214	32,112	31,387
Manager of End-user Support Services	3	4	31,007	43,006	38,739	40,471
Help Desk Manager	9	9	23,000	43,388	31,284	29,187
PC Applications Specialist	11	15	17,000	33,773	25,875	27,000
PC Hardware Technician	11	27	20,343	44,843	28,940	28,763
Student Laboratory Technician	12	35	9,000	44,843	25,217	26,250
Telecommunications Program Coordinator	4	4	38,334	53,125	45,177	44,625
Telecommunications/PBX Technician	4	4	29,370	35,522	32,679	32,911
Distance Learning Media Manager	4	4	30,700	56,351	45,019	46,512
Video/Studio Technician	8	13	20,000	41,211	28,265	25,513
Technical Librarian	2	2	35,166	68,762	51,964	51,964
Webmaster	4	4	29,012	51,082	38,462	36,876

Chief Information Systems Administrator

FY98 Employee Salaries, Maryland Community Colleges MCCTC Information Technology Salary Survey				
	Years in Position			
	0 - 1	2 - 5	6 - 9	10+
High	83,861	94,328	65,960	70,000
Mean	66,555	68,736	57,637	69,412
Median	60,979	63,054	58,833	69,412
Low	60,401	54,507	47,112	68,824
N (colleges)	3	4	5	2

FY98 Salary Schedule Ranges, Maryland Community Colleges MCCTC Information Technology Salary Survey		
	Bottom	Top
High	61,298	95,243
Mean	48,911	73,152
Median	49,900	69,111
Low	38,334	62,300
Number of colleges reporting	11	11

Responding colleges: 14 (AA,AL,B,CAR,CAT,CE,CHA,D,E,F,G,HAG,M,W)

Mean Annual Salary Comparisons	
Maryland community colleges, 1997-98 (N=15)	64,545
Local Government Personnel Association, Baltimore-Washington, 1997	78,326
Computerworld Annual Salary Survey, 1997	80,381
DataMasters Salary Survey, 1997	99,600
Datamation Salary Survey, 1995	80,164

Director of Systems Development

FY98 Employee Salaries, Maryland Community Colleges MCCTC Information Technology Salary Survey				
	Years in Position			
	0 - 1	2 - 5	6 - 9	10+
High	64,000	43,249	68,075	68,426
Mean	64,000	43,249	62,605	61,500
Median	64,000	43,249	62,605	58,939
Low	64,000	43,249	57,135	57,135
N (colleges)	1	1	2	3

FY98 Salary Schedule Ranges, Maryland Community Colleges MCCTC Information Technology Salary Survey		
	Bottom	Top
High	46,787	72,093
Mean	40,872	59,685
Median	41,547	61,019
Low	33,013	44,992
Number of colleges reporting	6	6

Responding colleges: 7 (AA,CAT,E,HAG,HAR,M,PG)

Mean Annual Salary Comparisons	
Maryland community colleges, 1997-98 (N=9)	59,635
Computerworld Annual Salary Survey, 1997	82,216
DataMasters Salary Survey, 1997	85,800
Datamation Salary Survey, 1995	61,744

Director of Computer Operations

FY98 Employee Salaries, Maryland Community Colleges MCCTC Information Technology Salary Survey				
	Years in Position			
	0 - 1	2 - 5	6 - 9	10+
High	64,663	71,414	71,906	
Mean	48,190	56,877	71,906	
Median	48,190	56,000	71,906	
Low	31,717	38,777	71,906	
N (colleges)	2	5	1	0

FY98 Salary Schedule Ranges, Maryland Community Colleges MCCTC Information Technology Salary Survey		
	Bottom	Top
High	61,298	95,243
Mean	44,759	64,419
Median	45,394	66,635
Low	31,717	38,792
Number of colleges reporting	6	6

Responding colleges: 8 (AA,B,CAT,CHE,HAG,HAR,M,PG)

Mean Annual Salary Comparisons	
Maryland community colleges, 1997-98 (N=8)	56,584
Computerworld Annual Salary Survey, 1997	72,829
DataMasters Salary Survey, 1997	66,900

Database Administrator

FY98 Employee Salaries, Maryland Community Colleges MCCTC Information Technology Salary Survey				
	Years in Position			
	0 - 1	2 - 5	6 - 9	10+
High		49,353		50,040
Mean		45,326		44,301
Median		45,326		46,894
Low		41,300		32,000
N (colleges)	0	2	0	5

FY98 Salary Schedule Ranges, Maryland Community Colleges MCCTC Information Technology Salary Survey		
	Bottom	Top
High	36,643	64,902
Mean	32,596	49,755
Median	33,570	49,182
Low	24,672	33,683
Number of colleges reporting	7	7

Responding colleges: 7 (AL,CAR,CAT,CHA,CHE,E,PG)

Mean Annual Salary Comparisons	
Maryland community colleges, 1997-98 (N=7)	44,594
Computerworld Annual Salary Survey, 1997	60,809
DataMasters Salary Survey, 1997	66,100
Competitive Position Market Report, 1996 (beginning salary offers)	60,400
Datamation Salary Survey, 1995	57,013

Supervisor of MIS

FY98 Employee Salaries, Maryland Community Colleges MCCTC Information Technology Salary Survey				
	Years in Position			
	0 - 1	2 - 5	6 - 9	10+
High		42,637	43,160	63,243
Mean		39,319	38,844	45,149
Median		39,319	38,844	41,905
Low		36,000	34,528	34,446
N (colleges)	0	2	1	5

FY98 Salary Schedule Ranges, Maryland Community Colleges MCCTC Information Technology Salary Survey		
	Bottom	Top
High	32,020	46,914
Mean	30,426	45,325
Median	31,012	46,051
Low	27,660	42,286
Number of colleges reporting	4	4

Responding colleges: 8 (AA,AL,B,CHA,E,G,HAR,PG)

Mean Annual Salary Comparisons	
Maryland community colleges, 1997-98 (N=10)	42,722
Computerworld Annual Salary Survey, 1997	62,406
DataMasters Salary Survey, 1997	67,300
Midrange Computing Institute Salary Survey, 1997	60,800
Competitive Position Market Report, 1996 (beginning salary offers)	70,200
Datamation Salary Survey, 1995	61,115

Project Leader

FY98 Employee Salaries, Maryland Community Colleges MCCTC Information Technology Salary Survey				
	Years in Position			
	0 - 1	2 - 5	6 - 9	10+
High		51,414	26,176	54,020
Mean		51,414	26,176	47,205
Median		51,414	26,176	47,119
Low		51,414	26,176	40,477
N (colleges)	0	1	1	2

FY98 Salary Schedule Ranges, Maryland Community Colleges MCCTC Information Technology Salary Survey		
	Bottom	Top
High	38,843	56,905
Mean	35,461	53,181
Median	34,228	55,519
Low	33,311	47,119
Number of colleges reporting	3	3

Responding colleges: 4 (AA,D,G,PG)

Mean Annual Salary Comparisons	
Maryland community colleges, 1997-98 (N=5)	43,841
DataMasters Salary Survey, 1997	66,100
Datamation Salary Survey, 1995	58,472

Senior Systems Analyst

FY98 Employee Salaries, Maryland Community Colleges MCCTC Information Technology Salary Survey				
	Years in Position			
	0 - 1	2 - 5	6 - 9	10+
High	37,065	46,000	66,456	49,739
Mean	36,615	42,601	66,456	46,852
Median	37,048	43,993	66,456	48,532
Low	35,298	39,817	66,456	42,286
N (colleges)	1	3	1	2

FY98 Salary Schedule Ranges, Maryland Community Colleges MCCTC Information Technology Salary Survey		
	Bottom	Top
High	43,347	71,760
Mean	34,617	52,569
Median	34,228	49,739
Low	31,000	38,792
Number of colleges reporting	7	7

Responding colleges: 7 (AA,B,CAT,CE,HAR,M,PG)

Mean Annual Salary Comparisons	
Maryland community colleges, 1997-98 (N=12)	43,940
Local Government Personnel Association, Baltimore-Washington, 1997	53,029
Computerworld Annual Salary Survey, 1997	56,326
DataMasters Salary Survey, 1997	61,000
MCP Magazine Salary Survey, MCP, Mid-Atlantic, 1997	69,800
Datamation Salary Survey, 1995	56,325

Senior Programmer/Analyst

FY98 Employee Salaries, Maryland Community Colleges MCCTC Information Technology Salary Survey				
	Years in Position			
	0 - 1	2 - 5	6 - 9	10+
High	35,223	49,117	40,870	47,119
Mean	33,925	41,604	40,870	47,119
Median	33,800	39,825	40,870	47,119
Low	32,753	37,650	40,870	47,119
N (colleges)	3	3	1	1

FY98 Salary Schedule Ranges, Maryland Community Colleges MCCTC Information Technology Salary Survey		
	Bottom	Top
High	37,650	55,130
Mean	33,405	49,644
Median	34,228	48,203
Low	28,922	46,000
Number of colleges reporting	5	5

Responding colleges: 6 (AA,B,CHA,D,E,PG)

Mean Annual Salary Comparisons	
Maryland community colleges, 1997-98 (N=9)	39,576
Computerworld Annual Salary Survey, 1997	52,579
DataMasters Salary Survey, 1997	56,900
Datamation Salary Survey, 1995	50,818

Programmer/Analyst

FY98 Employee Salaries, Maryland Community Colleges MCCTC Information Technology Salary Survey				
	Years in Position			
	0 - 1	2 - 5	6 - 9	10+
High	54,808	47,736	39,000	65,270
Mean	35,326	40,213	39,000	49,914
Median	30,181	41,460	39,000	58,240
Low	22,087	33,619	39,000	26,000
N (colleges)	4	4	1	4

FY98 Salary Schedule Ranges, Maryland Community Colleges MCCTC Information Technology Salary Survey		
	Bottom	Top
High	59,395	65,270
Mean	28,404	43,748
Median	26,728	42,556
Low	22,087	27,609
Number of colleges reporting	9	9

Responding colleges: 11 (AA,AL,B,CAT,CE,CHA,D,HAG,M,PG,W)

Mean Annual Salary Comparisons	
Maryland community colleges, 1997-98 (N=24)	43,791
Local Government Personnel Association, Baltimore-Washington, 1997	47,802
Computerworld Annual Salary Survey, 1997	43,078
DataMasters Salary Survey, 1997	50,300
Midrange Computing Institute Salary Survey, 1997	45,500
Competitive Position Market Report, 1996 (beginning salary offers)	52,200

Computer Operator

FY98 Employee Salaries, Maryland Community Colleges MCCTC Information Technology Salary Survey				
	Years in Position			
	0 - 1	2 - 5	6 - 9	10+
High	23,772	22,166	27,265	42,678
Mean	22,058	22,000	24,618	30,012
Median	22,058	21,971	24,300	28,078
Low	20,343	21,863	22,000	18,074
N (colleges)	2	3	6	4

FY98 Salary Schedule Ranges, Maryland Community Colleges MCCTC Information Technology Salary Survey		
	Bottom	Top
High	20,554	38,588
Mean	19,103	28,704
Median	19,326	27,053
Low	17,000	25,000
Number of colleges reporting	6	6

Responding colleges: 9 (AA,AL,B,CAT,CHA,D,G,HAR,PG)

Mean Annual Salary Comparisons	
Maryland community colleges, 1997-98 (N= 18)	24,675
Local Government Personnel Association, Baltimore-Washington, 1997	30,607
Computerworld Annual Salary Survey, 1997	32,612
Datamation Salary Survey, 1995	26,482

Network Administrator (LAN/WAN)

FY98 Employee Salaries, Maryland Community Colleges MCCTC Information Technology Salary Survey				
	Years in Position			
	0 - 1	2 - 5	6 - 9	10+
High	48,077	41,898	47,119	
Mean	35,216	35,005	41,410	
Median	39,992	35,500	45,372	
Low	25,000	27,700	31,739	
N (colleges)	5	5	3	0

FY98 Salary Schedule Ranges, Maryland Community Colleges MCCTC Information Technology Salary Survey		
	Bottom	Top
High	37,650	55,596
Mean	31,947	50,397
Median	31,500	51,170
Low	26,527	40,963
Number of colleges reporting	6	6

Responding colleges: 11 (AA,AL,B,CAR,CE,CHA,CHE,E,F,HO,W)

Mean Annual Salary Comparisons	
Maryland community colleges, 1997-98 (N=16)	36,604
Computerworld Annual Salary Survey, 1997	47,416
DataMasters Salary Survey, 1997	57,700
Competitive Position Market Report, 1996 (beginning salary offers)	53,400
Datamation Salary Survey, 1995	51,118
Salary Zone On-line Salary Survey, 1997	45,448

Network Engineer

FY98 Employee Salaries, Maryland Community Colleges MCCTC Information Technology Salary Survey				
	Years in Position			
	0 - 1	2 - 5	6 - 9	10+
High	42,058	62,442		57,616
Mean	37,980	43,927		50,596
Median	41,038	42,952		50,596
Low	30,843	31,024		43,576
N (colleges)	2	6	0	1

FY98 Salary Schedule Ranges, Maryland Community Colleges MCCTC Information Technology Salary Survey		
	Bottom	Top
High	39,395	65,270
Mean	33,533	49,214
Median	32,626	47,716
Low	28,922	42,286
Number of colleges reporting	6	6

Responding colleges: 7 (CAT,CHA,HAG,HAR,HOW,M,PG)

Mean Annual Salary Comparisons	
Maryland community colleges, 1997-98 (N=16)	43,646
MCP Magazine Salary Survey, MCP/OS, Mid-Atlantic, 1997	53,200
MCP Magazine Salary Survey, MCSE, Mid-Atlantic, 1997	63,900
Competitive Position Market Report, 1996 (beginning salary offers)	51,800
Datamation Salary Survey, 1995	49,035

Networking Technician/Specialist

FY98 Employee Salaries, Maryland Community Colleges MCCTC Information Technology Salary Survey				
	Years in Position			
	0 - 1	2 - 5	6 - 9	10+
High	36,351	32,500	35,526	48,214
Mean	30,091	29,484	34,954	46,082
Median	29,676	29,732	34,954	46,082
Low	25,235	25,970	34,382	43,950
N (colleges)	5	4	1	1

FY98 Salary Schedule Ranges, Maryland Community Colleges MCCTC Information Technology Salary Survey		
	Bottom	Top
High	31,000	49,650
Mean	27,605	42,994
Median	26,992	42,247
Low	25,587	38,821
Number of colleges reporting	6	6

Responding colleges: 6 (B,CAR,CHA,HO,M,PG)

Mean Annual Salary Comparisons	
Maryland community colleges, 1997-98 (N=19)	32,112

Help Desk Manager

FY98 Employee Salaries, Maryland Community Colleges MCCTC Information Technology Salary Survey				
	Years in Position			
	0 - 1	2 - 5	6 - 9	10+
High	37,594	31,555	32,831	43,388
Mean	37,594	28,048	30,166	43,388
Median	37,594	28,753	30,166	43,388
Low	37,594	23,000	27,500	43,388
N (colleges)	1	5	2	1

FY98 Salary Schedule Ranges, Maryland Community Colleges MCCTC Information Technology Salary Survey		
	Bottom	Top
High	29,187	42,344
Mean	27,339	39,704
Median	27,749	41,394
Low	24,672	33,683
Number of colleges reporting	4	4

Responding colleges: 9 (AA,CAR,CAT,CHE,F,HAG,HAR,HO,PG)

Mean Annual Salary Comparisons	
Maryland community colleges, 1997-98 (N=9)	31,284
Computerworld Annual Salary Survey, 1997	45,586
DataMasters Salary Survey, 1997	56,700
Competitive Position Market Report, 1996 (beginning salary offers)	39,800
Datamation Salary Survey, 1995	42,969

PC Applications Specialist

FY98 Employee Salaries, Maryland Community Colleges MCCTC Information Technology Salary Survey				
	Years in Position			
	0 - 1	2 - 5	6 - 9	10+
High	33,773	32,445		33,714
Mean	24,005	27,206		28,938
Median	23,708	26,860		29,700
Low	17,000	18,700		23,400
N (colleges)	4	5	0	3

FY98 Salary Schedule Ranges, Maryland Community Colleges MCCTC Information Technology Salary Survey		
	Bottom	Top
High	31,024	51,170
Mean	25,945	38,424
Median	26,033	37,607
Low	21,183	29,700
Number of colleges reporting	6	6

Responding colleges: 11 (AA,AL,CAR,CAT,CE,CHE,D,HAG,HAR,HO,W)

Mean Annual Salary Comparisons	
Maryland community colleges, 1997-98 (N=15)	25,875
DataMasters Salary Survey, 1997	47,700
Datamation Salary Survey, 1995	38,937
Softletter ASP Tech Support Salary Survey, 1995	36,000

PC Hardware Technician

FY98 Employee Salaries, Maryland Community Colleges MCCTC Information Technology Salary Survey				
	Years in Position			
	0 - 1	2 - 5	6 - 9	10+
High	37,000	35,000	44,843	27,609
Mean	26,327	30,175	42,922	24,796
Median	26,817	32,355	42,922	24,796
Low	20,343	20,416	41,000	21,983
N (colleges)	8	5	2	2

FY98 Salary Schedule Ranges, Maryland Community Colleges MCCTC Information Technology Salary Survey		
	Bottom	Top
High	31,024	42,256
Mean	24,678	36,565
Median	25,136	38,771
Low	20,343	27,609
Number of colleges reporting	7	7

Responding colleges: 11 (AA,AL,B,CAR,CHA,E,HAG,HAR,HO,PG,W)

Mean Annual Salary Comparisons	
Maryland community colleges, 1997-98 (N= 27)	28,940
Computerworld Annual Salary Survey, 1997	34,080
Competitive Position Market Report, 1996 (beginning salary offers)	39,400
Datamation Salary Survey, 1995	32,665
Salary Zone On-line Salary Survey, 1997	32,489

Student Laboratory Technician

FY98 Employee Salaries, Maryland Community Colleges MCCTC Information Technology Salary Survey				
	Years in Position			
	0 - 1	2 - 5	6 - 9	10+
High	34,387	34,758	35,522	44,843
Mean	21,180	21,892	31,461	41,335
Median	20,727	25,970	32,573	42,018
Low	9,000	10,000	24,444	36,462
N (colleges)	9	5	4	2

FY98 Salary Schedule Ranges, Maryland Community Colleges MCCTC Information Technology Salary Survey		
	Bottom	Top
High	31,986	48,530
Mean	23,889	37,256
Median	23,072	38,821
Low	17,690	26,004
Number of colleges reporting	7	7

Responding colleges: 12 (AA,AL,CAR,CAT,CE,F,G,HAG,HAR,HO,M,PG)

Mean Annual Salary Comparisons	
Maryland community colleges, 1997-98 (N=35)	25,217

Video/Studio Technician

FY98 Employee Salaries, Maryland Community Colleges MCCTC Information Technology Salary Survey				
	Years in Position			
	0 - 1	2 - 5	6 - 9	10+
High	25,513	22,303	35,520	41,211
Mean	23,882	21,463	28,732	33,820
Median	23,882	22,087	27,588	35,000
Low	22,251	20,000	23,088	22,655
N (colleges)	2	3	3	3

FY98 Salary Schedule Ranges, Maryland Community Colleges MCCTC Information Technology Salary Survey		
	Bottom	Top
High	30,787	51,311
Mean	25,243	38,118
Median	23,502	35,241
Low	22,087	30,150
Number of colleges reporting	5	5

Responding colleges: 8 (AA,AL,CAT,CHA,F,G,HAG,PG)

Mean Annual Salary Comparisons	
Maryland community colleges, 1997-98 (N=13)	28,265

Webmaster

FY98 Employee Salaries, Maryland Community Colleges MCCTC Information Technology Salary Survey				
	Years in Position			
	0 - 1	2 - 5	6 - 9	10+
High	51,082			
Mean	38,462			
Median	36,876			
Low	29,012			
N (colleges)	4	0	0	0

FY98 Salary Schedule Ranges, Maryland Community Colleges MCCTC Information Technology Salary Survey		
	Bottom	Top
High	33,013	44,900
Mean	29,473	43,816
Median	29,012	43,991
Low	26,395	42,556
Number of colleges reporting	3	3

Responding colleges: 4 (AA,CHA,HO,PG)

Mean Annual Salary Comparisons	
Maryland community colleges, 1997-98 (N=4)	38,462
Computerworld Annual Salary Survey, 1997	50,643
DataMasters Salary Survey, 1997	55,900
Salary Zone On-line Salary Survey, 1997	45,822

March 10, 1998

Ray Perry
Computer Services Manager
Cecil Community College
1000 N. East Road
North East, Maryland 21901

Dear Ray:

As you know, the Maryland Community Colleges Technology Council (MCCTC) conducted a statewide technology needs assessment survey last summer. Among its many findings was a prevalent concern among information technology managers with staff turnover. Recruiting and retaining qualified technical support employees was a priority issue for nearly half of Maryland's community colleges.

Enclosed is a survey to collect data about the composition, experience, and salaries of staff supporting information technologies on your campus. All full-time employees whose main responsibility is supporting information technologies should be included, not just staff in the information systems department. So that we can make appropriate salary comparisons, we ask that you report employees under industry-standard job titles and that you include the number of years each person has been in her/his current position. Survey completion guidelines are attached.

Please return your completed questionnaire by **April 3, 1998** to:

Dr. Craig A. Clagett
Institutional Research and Analysis
Prince George's Community College
301 Largo Road K-231
Largo, MD 20774

If you have any questions about the survey, call Craig at 301-322-0723 or e-mail at <cc5@pgstumail.pg.cc.md.us>. Thank you for your participation.

Sincerely,

Craig A. Clagett Joseph W. White

Craig A. Clagett
Co-chair, MCCTC

Joseph W. White
Co-chair, MCCTC

Maryland Community Colleges Technology Council

Survey of Information Technology Staffing, FY98

Guidelines for Completion

1. All full-time, technical personnel at the college supporting the use of information technologies, including management information systems, campus networks, instructional technology, student computer laboratories, library computers, distance learning classrooms, and telecommunications, should be reported on this form.

2. Review the entire form before completion. Note the generic job title categories. These are the categories for which comparative salary information is available. Each person should be reported under the most appropriate job title. If more lines are needed, attach a separate sheet. If you have no employee in a particular category, leave blank.

3. Use one line for each person. Enter the complete job title in the first column. In the case of multiple people with the same job title, ditto marks may be used. Indicate the campus office in which the person works.

4. Indicate how many years the person has worked in the listed position. If less than one, write in "new" for new hire. A long-time employee at the college who is in her/his first year in the listed position should be listed as new. Provide the person's current (FY98) annual gross salary. Do not include benefits. The assumption is each person is a 12-month employee. If this is not the case, mark with an asterisk and explain in the margin.

5. Report only full-time employees. Include full-time, temporary employees.

6. In lieu of filling out the form, a computer listing may be used. Ensure that the output contains all required data and *assign appropriate generic job titles* from the form.

7. Provide the name, phone number, and e-mail address of a contact person in case there are questions about your responses.

8. If you have any questions about this survey, contact Craig Clagett at 301-322-0723 or <cc5@pgstumail.pg.cc.md.us>.

9. Responses are needed by April 3, 1998. Return the questionnaire to:

Craig A. Clagett
Director of Institutional Research and Analysis
Prince George's Community College
301 Largo Road K-231
Largo, Maryland 20774

Full-time Information Technology Support Staffing, FY98

Reporting College: _____

Complete Job Title	Office	Years in Position	FY98 Salary
Chief Information Systems/Technology Administrator			
Director, Computer Operations			
Director, Systems Development/Engineering			
Database Administrator			
Supervisor, MIS, Computer Operations			
Project Leader, Systems			
Senior Systems Analyst			

Complete Job Title	Office	Years in Position	FY98 Salary
Senior Programmer/Analyst			
Programmer/Analyst			
Computer Operator			
Data Entry Clerk			

Complete Job Title	Office	Years in Position	FY98 Salary
Database Engineer/Analyst			
Network Administrator LAN/WAN			
Network Engineer			
Help Desk Manager			
PC Applications Specialist			
PC Hardware Technician			

Complete Job Title	Office	Years in Position	FY98 Salary
Student Lab Technicians			
Webmaster/Web Editor			
Webpage Designer			
Video/Distance Learning/Studio Technician			
Other Information Technology Support Positions			

Additional Questions

1. Review the employees with "new" under years in position in the above form. Please go back and *circle "new"* if the *position was added* this past year. For *all* "new" employees:

How many are new *positions added* during the past year (circled)? _____

How many reflect *turnover* where an employee was replaced? _____

2. Has your college considered any special incentives for recruiting and retaining technical support staff, that is, incentives that do not apply to other college employees?

□ Yes □ No (skip to question 3)

2a. For the listed incentives, indicate whether the incentive was considered and rejected, is currently under consideration, or is currently in place. If the listed incentive has not been considered at your college, do not check any box. Incentives do not have to apply to all technical support employees; however, check only if they were considered or implemented for the purposes of recruitment or retention of staff.

	Rejected	Under Consideration	Now in Place
College-provided PC for home use	□	□	□
Internet service to home paid by college	□	□	□
Certification training paid by college	□	□	□
Other specialized training provided	□	□	□
Professional travel (e.g., conferences)	□	□	□
Higher salary (e.g., market exception)	□	□	□
Other (specify):_____	□	□	□

3. Write in any additional comments you wish to make regarding technical support staffing at your college:

Please identify a person to contact should questions arise regarding your responses:

_____ _____ _____

name phone e-mail address

Thank you for participating in this survey!